

Cambridge eExchange

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<http://cresapts.com/eexchange>

Hello Employees!

November/December 2022

Remember to mark your calendars and save the date for the
annual Cambridge Symposium 2023!

View the flyer here:

[Cambridge Symposium 2023](#)



Secret Shopper Bonus!



Cambridge is proud to work closely with MarketStat, a well-regarded company that sends “secret shoppers” to a variety of businesses to evaluate the effectiveness of front-line personnel. MarketStat helps Cambridge evaluate the condition of our managed communities and the marketing awareness of their staffs.

After each site visit, MarketStat evaluators will produce detailed reports highlighting their experience. For site management staff who demonstrate exceptional ability by scoring 90% or more on a MarketStat evaluation, a \$300 bonus will be paid!

For those of you who are literally *begging* for a MarketStat evaluator to visit soon (so you can score a handsome bonus), patience is a virtue. All MarketStat evaluations are unscheduled and coordinated only by MarketStat according to their own availability of trained evaluators.

What Exactly is an Emergency?



What should be declared an “emergency” for maintenance to be called after working hours? Fire or flood, sure. But what about a broken refrigerator? Or a tenant gets locked out of their apartment? It’s not always obvious.

It’s important to be clear about what constitutes emergency maintenance. Here’s a helpful guide.

[What is an after-hours maintenance emergency?](#)



Careers with Cambridge

Maintenance Technician Performs moderate to difficult repairs and preventative maintenance to maintain the condition and appearance of the property. CA- Bay Point, Oroville, Sacramento, Truckee, Grass Valley, Anderson, Brentwood; ID- Fawnbrook, Mountain Home; OR- Happy Valley, Beaverton, Portland, Salem, Albany, Lake Oswego; WA- Vancouver

Property Manager Oversees the daily activities including leasing, collections, resident relations, maintenance, general office administration, and policy and procedure compliance. CA- Grass Valley; OR- Portland, Bend, Oregon City

Assistant Property Manager Works in conjunction with the Property Manager to oversee the daily activities of the community including leasing, collections, resident relations, maintenance, general office administration, and policy and procedure compliance. CA- Oroville, Penn Valley; OR- Beaverton

Leasing Agent Responsible for the leasing, marketing, and maintaining positive resident relations with the community. OR- Portland

A list of current job openings and applications for employment can be found on the [Careers Page](#).

Please contact the Cambridge Human Resources Team at (503) 450-0237 or hr@cambridgeres.com with any questions.

Help with RentCafe

If you or your residents are having issues with RentCafe, please visit the website below where we have some quick and easy training videos for you to review which may help resolve the issue.

<https://www.loom.com/share/folder/1b706293671c490bad46a378e77f4076>

If the above videos do not address your issue, please reach out to Yardi Support:

yardisupport@cresapts.com



Holiday Décor Guidelines

Unsure how long to bedeck the halls during this upcoming season? Cambridge recommends guidelines permitting installing holiday décor up to 14 days before the holiday and leaving those items in place up to 7 days after the holiday.

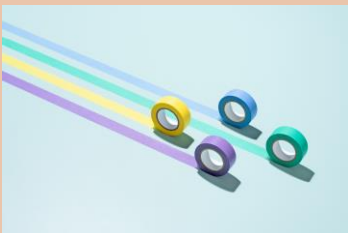
Voicemail Script

When was the last time you listened to your office's outgoing message? Don't neglect this valuable communication tool. After all, it's the first thing a caller hears, whether that caller is a prospective resident, a current tenant, a vendor, or an employee. See the attached document for tips and a couple of sample scripts to guide you:

[Voicemail and Answering Machine Script](#)

Did You Know?

That property managers should ONLY use blue painter's tape when posting notices to residents' doors? And yes, there's actually a good reason for this: painter's tape is designed not to strip paint from the surfaces it adheres to.



Oregon Announces New Paid Leave Program



The State of Oregon is implementing a paid leave program called **Paid Leave Oregon**. This will be funded through employee and employer payroll taxes beginning January 2023 and will provide paid leave for eligible employees who have qualifying events for family, medical, and safe leave purposes. Employees will be able to submit leave requests online at paidleave.oregon.gov starting September 2023. For more information, please view the attached flyer:

[Paid Leave Oregon Poster](#)

Dealing with Abandoned Goods

When a household vacates and leaves behind any kind of abandoned property, we have a responsibility to document the item(s) and notify the former household of that property. This can range from an apartment left fully furnished to even a single item left behind after a move.

It's also our responsibility to store a tenant's abandoned belongings in a safe place until the tenant removes them or the required time period passes. If any of a former resident's personal property is disposed of without going through the Abandoned Property notice process first, we may potentially owe the value of that property and lose the right to claim any non-intentional damages against the resident.

Familiarize with the Operations Manual Chapter on Abandoned Property below. Pages 141 to 145 covers procedures for all states:

[Operations Manual V2.1 Jan 2019](#)

Don't Forget...

- Take your meal and rest periods without hesitation
- Accurately document your hours worked and the locations
- Complete your online timecard in a timely manner
- Overtime is to be pre-approved by your property supervisor or manager
- Check with HR if you're planning a leave of absence
- Pre-schedule vacations and PTO

And, as always, contact HR if you have questions regarding benefits.

Check out these festive moments from Cedar Park's Harvest Party! A popcorn machine was provided by Comcast for their viewing of Hocus Pocus 2, and they held drawing for a JBL speaker...



File Retention

It is important that site documents and reports are retained for specific periods of time. Each property should retain archived information at the property in a secure area. The following is a list of typical files/documents on site, the retention time and how to organize them.

Note: Always check with your supervisor prior to destroying documents at your property.

File/Document Type

Operational Files

Operational Files	Retention Time	Organized By
Guest Cards	Two Years	Month of the App; Last Name
Daily Traffic Logs	Two Years	Date
Marketing Scorecards	Two Years	Date
Manager Logs	1 year	Send to CRES 12/31
Rent Surveys	Two Years	Date
Weekly/Monthly Mgr. Reports	One Year	Date

Accounting Files

Yardi Receipt Batches	One Year	Date
Yardi Payables	One Month	Date
Petty Cash Requests	One Year	Date

Resident/Applicant Files

Resident Files	7 years from Move-out Date	Year; Last Name
Denied/Cancelled Apps	7 Years from Denial/Cancel	App Year; Last Name
First year TC files	Forever	Apartment number
Apps removed from waiting list	7 Years from date of Removal	Date of Removal; Applicant's Last Name
Waiting Lists	7 Years from transfer to New	Date of List

Maintenance Files

Permanent Maintenance Files	Forever	Date
Maintenance Logs	1 year	Send to CRES 12/31
Maintenance Requests	Forever in Maintenances Files	Date of Completion
Key Logs	Two Years	Date
Carpet Samples (damaged)	Six Months after Placement	Apartment Number; Date

Another helpful tip: Label file storage boxes clearly and keep them organized while in storage for quick and easy retrieval. It will save you time.